

SINGAPORE STANDARD

Quality management systems – Fundamentals and vocabulary



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My Virtual Resource Pte Ltd
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Singapore Accreditation Council
Singapore Contractors Association Ltd
Singapore Manufacturing Federation
Singapore Technologies Engineering Ltd

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Contents

	Page
National Foreword _____	7
Foreword _____	8
Introduction _____	9
1 Scope _____	10
2 Fundamental concepts and quality management principles _____	10
2.1 General _____	10
2.2 Fundamental concepts _____	11
2.2.1 Quality _____	11
2.2.2 Quality management system _____	11
2.2.3 Context of an organization _____	11
2.2.4 Interested parties _____	11
2.2.5 Support _____	12
2.3 Quality management principles _____	12
2.3.1 Customer focus _____	12
2.3.2 Leadership _____	13
2.3.3 Engagement of people _____	14
2.3.4 Process approach _____	15
2.3.5 Improvement _____	16
2.3.6 Evidence-based decision making _____	17
2.3.7 Relationship management _____	18
2.4 Developing the QMS using fundamental concepts and principles _____	19
2.4.1 QMS model _____	19
2.4.2 Development of a QMS _____	19
2.4.3 QMS standards, other management systems and excellence models _____	20
3 Terms and definitions _____	21
3.1 Terms related to person or people _____	21
3.2 Terms related to organization _____	22
3.3 Terms related to activity _____	24
3.4 Terms related to process _____	26
3.5 Terms related to system _____	28
3.6 Terms related to requirement _____	30
3.7 Terms related to result _____	32
3.8 Terms related to data, information and document _____	35
3.9 Terms related to customer _____	38

	Page
3.10 Terms related to characteristic _____	40
3.11 Terms related to determination _____	41
3.12 Terms related to action _____	43
3.13 Terms related to audit _____	44

Annex

A (informative) Concept relationships and their graphical representation _____	48
Bibliography _____	62
Alphabetical index of terms _____	64

National Foreword

This Singapore Standard was prepared by the Working Group on Quality Management appointed by the Technical Committee on Quality and Core Business Processes which is under the purview of the Management Systems Standards Committee. This standard is a revision of SS ISO 9000 : 2005 and is identical with ISO 9000 : 2015. SS ISO 9000 : 2015 cancels and replaces SS ISO 9000 : 2005.

Attention is drawn to the following :

1. Where the words 'International Standard' appear, they should be interpreted as 'Singapore Standard'.
2. The references to International Standards shall be replaced by the following Singapore Standards:

International Standard	Corresponding Singapore Standard
ISO 9000	SS ISO 9000
ISO 9001	SS ISO 9001
ISO 9004	SS ISO 9004
ISO 14001	SS ISO 14001
ISO 19011	SS ISO 19011
ISO 50001	SS ISO 50001

This standard is expected to be used by all organisations in the development of their quality management system.

Attention is drawn to the possibility that some of the elements of this Singapore Standard may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions.*
2. *An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR.*
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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

This fourth edition cancels and replaces the third edition (ISO 9000:2005), which has been technically revised.

Introduction

This International Standard provides the fundamental concepts, principles and vocabulary for quality management systems (QMS) and provides the foundation for other QMS standards. This International Standard is intended to help the user to understand the fundamental concepts, principles and vocabulary of quality management, in order to be able to effectively and efficiently implement a QMS and realize value from other QMS standards.

This International Standard proposes a well-defined QMS, based on a framework that integrates established fundamental concepts, principles, processes and resources related to quality, in order to help organizations realize their objectives. It is applicable to all organizations, regardless of size, complexity or business model. Its aim is to increase an organization's awareness of its duties and commitment in fulfilling the needs and expectations of its customers and interested parties, and in achieving satisfaction with its products and services.

This International Standard contains seven quality management principles supporting the fundamental concepts described in 2.2. In 2.3, for each quality management principle, there is a "statement" describing each principle, a "rationale" explaining why the organization would address the principle, "key benefits" that are attributed to the principles, and "possible actions" that an organization can take in applying the principle.

This International Standard contains the terms and definitions that apply to all quality management and QMS standards developed by ISO/TC 176, and other sector-specific QMS standards based on those standards, at the time of publication. The terms and definitions are arranged in conceptual order, with an alphabetical index provided at the end of the document. Annex A includes a set of diagrams of the concept systems that form the concept ordering.

NOTE Guidance on some additional frequently-used words in the QMS standards developed by ISO/TC 176, and which have an identified dictionary meaning, is provided in a glossary available at: http://www.iso.org/iso/03_terminology_used_in_iso_9000_family.pdf

Quality management systems — Fundamentals and vocabulary

1 Scope

This International Standard describes the fundamental concepts and principles of quality management which are universally applicable to the following:

- organizations seeking sustained success through the implementation of a quality management system;
- customers seeking confidence in an organization's ability to consistently provide products and services conforming to their requirements;
- organizations seeking confidence in their supply chain that product and service requirements will be met;
- organizations and interested parties seeking to improve communication through a common understanding of the vocabulary used in quality management;
- organizations performing conformity assessments against the requirements of ISO 9001;
- providers of training, assessment or advice in quality management;
- developers of related standards.

This International Standard specifies the terms and definitions that apply to all quality management and quality management system standards developed by ISO/TC 176.